QA Audit W23

📅 **date of audit:** 5.06.2025

📗 **QA reviewed by:** Ulf Borg

☎️ **date of interaction:** 4.06.2025 Conversation URL

📁 **query / topic:**

Issue: The customer contacted Klarna regarding a delayed payment related to a purchase.

Outcome: The agent informed the customer that the payment had not gone through and had been sent to collections, advising them to pay the invoice from the collection agency. The customer expressed frustration about the situation but did not have further questions.

⬆️ **Positive notes:**

Awesome to investigate why the payment did not go through to be able to give accurate information to the customer.

1) **Compliance:**
Did the agent meet all compliance-critical requirements, including secure handling of customer information and logging the contact clearly to support insight and improvement? ✅

2) **Effective Communications**

Did the agent communicate effectively and professionally throughout the interaction, from the initial greeting to the closing message? ✅

3) **Understanding the Customer's Issue**

Did the agent accurately understand and address the customer's issue using all available resources and communication methods effectively? ✅

4) **Resolution and Next Steps**

Did the agent clearly and comprehensively communicate the resolution and next steps, including specific actions, timelines, and guidance for future issues? ✅

🛠️**Improvement Opportunities:**

Communication:

It would have been good to show a bit of understanding for the customer's issue, to say something like "Jag förstår att det inte är ett roligt svar att få men det bästa du kan göra är att kontakta inkassobolaget och se vad de har för lösning på detta."

✅/❗ ***Audit passed or failed:***

100% Passed